(Rs. in lakhs)

SI. No.	Stale	No. of projects Sanctioned	Amount Sanctioned
21.	Punjab	—	—
22.	Rajasthan	4	62.06
23.	Sikkini	20	195.32
24.	Tamil Nadu	14	230.18
25.	Tripura	10	322.11
26.	Uttar Pradesh	7	193.21
27.	Ultaranchal	4	39.33
28.	West Bengal	30	342.61
29.	Andaman & Nicobar	—	—
30.	Chandigarh	—	—
31.	Dadar & Nagar Haveli	1	8.00
32.	Delhi	1	16.28
33.	Daman & Diu	1	5.00
34.	Lakshadweep	—	—
35.	Pondicheny	2	30.50
	TOTAL :	237	5972.12

Complaint against CMD of Central Bank of India

*314 SHRI SWARAJ KAUSHAL : Will the Minister of FINANCE be pleased to state :

(a) whether it is a fact that Government, RBI SEBI and CB1 have received serious complaints about the working of the Central Bank of India and its Cliairmaii-cum-MD;

(b) if so. the nature of such complaints: and

(c) what action has been taken on these complaints?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VTKHE PATIL): (a) to (c) Yes. Sir. Complaints have been received against CMD. Central Bank of India alleging irregularities in transfer of funds abroad, investments, frequent foreign visits, lack of administrative competence and favouritism in appointments and are being verified.

Customer services in Sultanpur branch of SBI

† 315. SHRI ANIL SHARM A : Will the Minister of FINANCE be pleased to state :

(a) whether Government are aware that customer sen ices in Sultanpur (main) and Kurebhar branches of State Bank of India. UP are disappointing and customers have to wait for hours even for nominal transactions;

(b) the steps being taken to improve the situation *(e.g.* for increasing the number of employees and the number of counters as well as for introducing computerisation etc.):

(c) whether Government are also aw are that pension holders are not issued cheque-books in the above branches as a result of which they have to face a lot of trouble in transactions: and

(d) if so. the steps proposed to be taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL): (a) and (b) It has been reported by State Bank of India that no compliant about lack of customer service in respect of its Kurebhar Branch has been received. However. 3 complaints were received against its Sultanpur Branch during last v car. which were promptly redressed. The average lime taken for conducting routine banking transactions is by and large within the stipulated time norms. The overall customer services have been rated as 'Satisfactory' in both these branches during the bank's internal inspection. However, the controlling authority concerned has again been advised to review

† Original notice of the question was received in Hindi.